

Section 2
Ordering Performance
(OR)

	Function	<u>Number of Sub-metrics</u>
OR-1	Order Confirmation Timeliness	14
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Function:**OR-1 Order Confirmation Timeliness****Definition:**

This metric measures Order Confirmation Timeliness.

Resale and UNE:

Order Confirmation Response Time: The amount of elapsed time (in hours and minutes) between receipt of a valid order request (VZ Ordering Interface) (or fax date and time stamp) and distribution of a Service Order confirmation. Rejected orders will have the clock re-started upon receipt of a valid order. Partial migrations for less than six (6) lines – with accounts that include more than six (6) lines, that must be rearranged, will be treated as six (6) lines or greater.

Average Confirmation Response Time: The mean of all confirmation response times associated with a product group.

Percent of Orders Confirmed On Time: The percentage of orders confirmed within the agreed upon timeframes as specified in the Performance Standards.

Facility Checks – are completed on orders with more than five (5) lines.

Trunks:

The amount of time in business days between receipt of a clean Access Service Request (ASR) and distribution of a Firm Order Confirmation (FOC). Measures Service Orders completed between the measured dates. **Note:** The received date is restarted for each SUPP.

Inbound Augment Trunks: For CLECs e-mailing a Trunk Group Service Request (TGSR), VZ will respond with an ASR, or provide a negative response requesting additional data if it believes traffic does not support the request. Orders for inbound trunks that are for a new trunk group, are in excess of 192 trunks or that require T-3 construction, performance will be captured in the > 192 category.

Notes:

- (1) Rejected Orders (orders that fail basic front-end edits) are not placed in the PON Master File.
- (2) Verizon Pennsylvania includes CLEC requests for resent confirmations that are submitted electronically as well as resent confirmations due to Verizon Pennsylvania's error in initial confirmation⁵ in the Order Confirmation Timeliness measurement. The measurements are based on confirmed orders. Cancelled orders are also included.
- (3) If no order confirmation time exists due to a missing order confirmation, Verizon Pennsylvania will use the completion notification time.
- (4) The Ordering sub-metrics data reported in the monthly C2C reports only include orders confirmed in the calendar month.
- (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing orders that were pre-qualified.

⁵ Resent confirmations due to CLEC error – such as duplicate PON numbers, or confirmations resent to reschedule a missed provisioning appointment – either due to CLEC, End User or Verizon Pennsylvania reasons are not counted as resent confirmations.

Exclusions:

Resale and UNE:

- VZ Test Orders ⁶
- Weekend and holiday hours (other than flow-through):
 - Weekend hours are from 5:00PM Friday to 8:00AM Monday.
 - Holiday hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non-flow-through requests.
- For OR-1-19 – Inbound Augment trunks not requested via e-mail TGSR
- For OR-1-01 and OR-1-02: SOP scheduled downtime hours (flow-through).

Pennsylvania - SOP scheduled hours are as follows:

Monday through Friday 12:30AM to 11:30PM

Saturday 12:30AM to 7:30PM

Sunday 7:30 AM to 11:30PM.

Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (*e.g. NPA splits*). All downtime extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.

⁶ VZ-Test Orders – see Glossary.

Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate ⁷ CLEC Specific 		<ul style="list-style-type: none"> Pennsylvania
Performance Standard: OR-1 Order Confirmation Timeliness		
95% On Time according to the schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-through orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring loop qualification) <ul style="list-style-type: none"> 2- wire Digital Services: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check : 48 hours Order with facility check: 72 hours ¹⁰ Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS/Pre-Qualified Complex: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services(requiring Manual Loop Qualification) <ul style="list-style-type: none"> 2-Wire Digital Services: 72 hours 2-Wire xDSL Loops: 72 hours 2-Wire xDSL Line Sharing: 72 hours Special Services: <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: Firm Order Confirmation: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Design Layout Record <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Inbound Augment Trunks: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics		
OR-1-01	Average Local Service Request Confirmation (LSRC) Time (Flow-Through) ⁸	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus order submission date and time for all orders that flow-through to Service Order Processor (SOP) (e.g. no manual intervention required) for specified product.	Total number of flow-through LSRs confirmed for specified product.

⁷ Excludes Verizon Advanced Data Incorporated

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary).

⁸ VZ will add complex and specials if this type of order is ever eligible for flow-through. However, manual intervention is currently required for both retail and wholesale services for loop qualification or design.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-02	% On Time LSRC – Flow-through	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform
Calculation	Numerator	Denominator
	Number of electronic LSRCs sent where the confirmation date and time minus the submission date and time is less than two (2) hours for specified product.	Total number of flow-through LSRs confirmed for specified product.
OR-1-03	Average LSRC/ASRC Time - No Facility Check (Electronic Submission – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL - Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted LSRCs/ASRCs, not requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs not requiring a facility check confirmed for specified product.
OR-1-04	% On Time LSRC/ASRC - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRCs/ASRCs not requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-05	Average LSRC/ASRC Time - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all electronically submitted orders, requiring a facility check, by product group.	Total number of electronically submitted LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-06	% On Time LSRC/ASRC - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3
Calculation	Numerator	Denominator
	Number of electronic LSRs/ASRs requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of electronic LSRs/ASRs requiring a facility check, confirmed for specified product.
OR-1-07	Average ASRC Time - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus order submission date and time for all orders submitted by fax or mail, not requiring a facility check, by product group.	Total number of faxed or mailed ASRs not requiring a facility check confirmed for specified product.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-08	% On Time ASRC - No Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs, not requiring a facility check, sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs, not requiring a facility check, confirmed for specified product.
OR-1-09	Average ASRC Time - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Sum of confirmation date and time minus the order submission date and time for all orders requiring a facility check submitted by fax or mail, by product group.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-10	% On Time ASRC - Facility Check (Fax/Mail)	
Products	UNE: <ul style="list-style-type: none"> • Specials (Non DS0, DS1 & DS3) • Specials DS0 • Specials DS1 • Specials DS3 	
Calculation	Numerator	Denominator
	Number of faxed or mailed ASRCs requiring a facility check sent where the confirmation date and time minus the submission date and time is less than the standard for the specified product.	Total number of faxed or mailed ASRs requiring a facility check confirmed for specified product.
OR-1-11	Average Firm Order Confirmation (FOC) Time	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (\leq 192 Forecasted Trunks) • CLEC Trunks ($>$ 192 and Unforecasted Trunks) 	
Calculation	Numerator	Denominator
	Sum of order confirmation date and time minus submission date and time for trunk orders.	Number of orders confirmed (faxed orders) with 192 or less trunks that are not designated projects.

Sub-Metrics OR-1 Order Confirmation Timeliness (continued)		
OR-1-12	% On Time FOC	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks (≤ 192 Forecasted Trunks) • CLEC Trunks (> 192 and Unforecasted Trunks) 	
Calculation	Numerator	Denominator
	Number of orders confirmed within 10 days.	Number of orders confirmed (faxed orders).
OR-1-13	% On Time Design Layout Record (DLR)	
Products	Trunks: <ul style="list-style-type: none"> • CLEC Trunks 	
Calculation	Numerator	Denominator
	Number of DLRs completed on or before DLRD date in TIRKS.	Number of DLRs completed.
OR-1-14 through OR-1-18	Metrics not in use in Pennsylvania.	
OR-1-19	% On Time Response - Request for Inbound Augment Trunks	
Products	<ul style="list-style-type: none"> • VZ Trunks (≤ 192 Trunks) • VZ Trunks (>192 Trunks) 	
Calculation	Numerator	Denominator
	Number of requests for Inbound Augment Trunks with responses sent within 10 days.	Number of requests for Inbound Augment Trunks requested on a TGSR received via e-mail.

Function:	
OR-2 Reject Timeliness	
Definition:	
This metric measures Reject Timeliness.	
<p>Reject Response Time: The amount of elapsed time (in hours and minutes) between receipt of an order request and distribution of a Service Order reject, both based on Ordering Interface System (DCAS or Request Manager) or Fax date and time stamp.</p> <p>Average Reject Response Time: The mean of all reject response times associated with a product group.</p> <p>Percent of Orders Rejected On Time: The percentage of orders rejected within the agreed-upon timeframes as specified in the Performance Standards.</p> <p>Notes:</p> <ol style="list-style-type: none"> (1) Rejected Orders (Orders failing basic front-end edits) are not placed in the PON Master File. (2) Measurements are based on rejected orders. (3) VZ PA does not include cancelled orders in the measurements. (4) The Ordering sub-metrics data reported in the monthly C2C reports only include confirmed rejects in the calendar month. (5) The Pre-Qualified Complex category includes 2Wire Digital, 2Wire xDSL Loop, and 2Wire xDSL Line Sharing orders that were pre-qualified. 	
Exclusions:	
<ul style="list-style-type: none"> • VZ Test Orders • Duplicate Rejects – Rejects issued against a unique PON (PON + Version Number + CLEC Id), identical and subsequent to the first reject. • Weekend and Holiday Hours (other than flow-through): <ul style="list-style-type: none"> • Weekend Hours are from 5:00PM Friday to 8:00AM Monday. • Holiday Hours are from 5:00PM of the business day preceding the holiday to 8:00AM of the first business day following the holiday. These hours are excluded from the elapsed time when calculating the response times for non flow-through requests. • For OR-2-01 and OR-2-02: SOP scheduled downtime hours (Flow-through). Pennsylvania SOP Scheduled hours are as follows: <p style="margin-left: 40px;">Monday through Friday 12:30AM to 11:30PM Saturday 12:30AM to 7:30PM Sunday 7:30 AM to 11:30PM</p> <p>Exception: The 3rd Saturday of each month is a scheduled release. SOP will have a late start the following Sunday at 9:00AM. Additionally, SOP downtime may be extended for significant SOP releases, (e.g. NPA splits). All extensions will be communicated to CLECs in advance of the release through VZ Change Management Guidelines.</p> 	
Report Dimensions :	
Company: <ul style="list-style-type: none"> • CLEC Aggregate ⁹ • CLEC Specific 	Geography: <ul style="list-style-type: none"> • Pennsylvania

⁹ Excludes Verizon Advanced Data Incorporated

Performance Standard – Reject Timeliness		
95% On Time According to schedule below:		
Resale:	UNE:	Interconnection Trunks:
Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (2- Wire Digital Services ISDN): <ul style="list-style-type: none"> Orders: 72 hours Special Services: ¹⁰ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with facility check: 72 hours Faxed/Mailed Orders: Not available for Resale	Electronically Submitted Orders: POTS: <ul style="list-style-type: none"> Flow-Through Orders: two (2) hours Orders with no facility check: 24 hours Orders with facility check: 72 hours Complex Services (requiring Manual Loop Qualification) : <ul style="list-style-type: none"> 2Wire Digital Services 72 hours 2Wire xDSL Loop: 72 hours 2Wire xDSL Line Sharing: 72 hours Special Services: ¹¹ <ul style="list-style-type: none"> Orders with no facility check: 48 hours Orders with ≥ facility check: 72 hours Faxed/Mailed Orders: Add 24 hours to intervals above. Not available for UNE POTS	Electronically Submitted Orders: <ul style="list-style-type: none"> ≤ 192 Trunks: 10 Business Days > 192 Trunks: Negotiated Process Faxed/Mailed Orders: Add 24 hours to intervals above
Sub-Metrics – OR-2 Reject Timeliness		
OR-2-01	Average Local Service Request (LSR) Reject - Time (Flow-Through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator Sum of reject date and time minus order submission date and time for all orders that flow-through to SOP (<i>e.g. no manual intervention required</i>) for specified product.	Denominator Total number of flow-through LSRs rejected for specified product.
OR-2-02	% On Time LSR Reject (Flow-through)	
Products	Resale: <ul style="list-style-type: none"> POTS/Pre-qualified Complex 	UNE: <ul style="list-style-type: none"> Loop/Pre-Qualified Complex/LNP Platform
Calculation	Numerator Number of electronic rejects sent where the reject date and time minus the submission date and time is less than two (2) hours for specified product.	Denominator Total number of flow-through LSRs rejected for specified product.

¹⁰ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

¹¹ Also includes orders requiring facility verification as listed on the Verizon web-site documented in Appendix L (Product Interval Summary)

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-03	Average LSR/ASR Reject Time - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2- Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time minus the order submission date and time for all electronically submitted LSRs/ASRs, not requiring a facility check, that were rejected for specified product.	Total number of LSRs/ASRs electronically submitted not requiring a facility check rejected for specified product.
OR-2-04	% On Time LSR/ASR Reject - No Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where the reject date and time minus the submission date and time is within the standard for orders not requiring a facility check for the specified product.	Total number of electronically submitted LSRs/ASRs, not requiring a facility check rejected for specified product.
OR-2-05	Average LSR/ASR Reject Time - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all electronically submitted LSRs/ASRs, requiring a facility check rejected for specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-06	% On Time LSR/ASR Reject - Facility Check (Electronic – No Flow-through)	
Products	Resale: <ul style="list-style-type: none"> • POTS/Pre-qualified Complex • 2-Wire Digital Services • Specials 	UNE: <ul style="list-style-type: none"> • Loop/Pre-Qualified Complex/LNP • Platform • 2-Wire Digital Services • 2-Wire xDSL Loops • 2-Wire xDSL - Line Sharing • Specials
Calculation	Numerator	Denominator
	Number of electronic rejects sent where reject date and time minus the submission date and time is within the standard for orders requiring a facility check for the specified product.	Total number of LSRs/ASRs electronically submitted requiring a facility check rejected for specified product.
OR-2-07	Average Reject Time - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all orders not requiring a facility check submitted by fax, by product group.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-08	% On Time Reject - No Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects not requiring a facility check, sent where reject date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects not requiring a facility check confirmed for specified product.
OR-2-09	Average Reject Time - Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Sum of reject date and time minus order submission date and time for all orders requiring a facility check submitted by fax, by product group.	Total number of faxed rejects requiring a facility check rejected for specified product.
OR-2-10	% On Time Reject - Facility Check (Fax)	
Products	UNE: <ul style="list-style-type: none"> • Specials 	
Calculation	Numerator	Denominator
	Number of faxed rejects requiring a facility check, sent where confirmation date and time minus submission date and time is less than standard for specified product.	Total number of faxed rejects requiring a facility check rejected for specified product.

Sub-Metrics OR-2 Reject Timeliness (continued)		
OR-2-11	Average Trunk ASR Reject Time	
Products	Trunks: • CLEC Trunks	
Calculation	Numerator	Denominator
	Sum of reject date minus submission date for rejected ASRs for trunk orders with less than 192 trunks.	Number of rejected trunk orders for less than 192 trunks.
OR-2-12	% On Time Trunk ASR Reject	
Products	Trunks: • CLEC Trunks	
Calculation	Numerator	Denominator
	Number of rejected trunk orders that meet reject trunk standard (10 days).	Number of rejected trunk orders for less than 192 trunks.

Function:		
OR-3 Percent Rejects		
Definition:		
This metric measures the percent of orders received (including supplements and re-submissions) by Verizon that are rejected or queried. Orders are rejected due to omission or error of required order information. Orders that are queried are considered rejected.		
The percent reject measure is reported against all submitted order transactions processed in the Ordering Interface (DCAS or Request Manager), not just those with associated CRIS completions.		
Note: Edit Rejects (orders failing basic front-end edits) are not placed in the PON Master File.		
Exclusions:		
<ul style="list-style-type: none"> VZ Test Orders 		
Performance Standard:		
OR-3-01: No standard.		
OR-3-02: 95%		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate ¹² CLEC Specific 		<ul style="list-style-type: none"> Pennsylvania
Sub-Metrics		
OR-3-01	% Rejects	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all rejected LSR/ASR transactions for specified product.	Total number of LSR/ASR records with unique PONs for specified product.
OR-3-02	% Resubmission Rejection	
Calculation	Numerator	Denominator
	Total PONs resubmitted at Verizon's request that are not rejected by Verizon's systems as duplicative of PONs already in Verizon's systems.	Total PONs resubmitted at Verizon's request

¹² Excludes Verizon Advanced Data Incorporated

Function:	
OR-4 Timeliness of Completion Notification	
Definition:	
This metric measures the timeliness of completion notification.	
Resale and UNE:	
Completion Notification Response Time:	
The elapsed time between the actual order completion in the billing system or Service Order Processor (SOP) and the distribution of the order completion notification. If multiple orders were generated from a single CLEC/Reseller request, the measure is taken between the completion of the last order associated with the request and the distribution of the completion notification.	
Completion notifications for Resale and UNE orders received via, EDI or WEB/GUI are delivered mechanically via the same interface.	
Average Completion Notification Response Time For Resale and UNE:	
The mean of all completion notification response times associated with a product group.	
Percent On Time:	
The percentage of completion notifications sent within the agreed upon timeframes as specified in the Performance Standards.	
Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.	
Exclusions:	
<ul style="list-style-type: none"> Verizon Test Orders 	
Performance Standard:	
% On Time: <ul style="list-style-type: none"> All products other than coordinated conversions and trunks: 95% by next business day at noon. Coordinated Conversions & Trunks: Acceptance at turn-up via CLEC-provided serial number. 	
OR-4-06 and OR-4-07: Parity with Retail. OR-4-11: Not more than 5%. OR-4-12 and OR-4-14: 95%. OR-4-13 and OR-4-15: 99%.	
Report Dimensions	
Company: <ul style="list-style-type: none"> VZ Retail (where applicable) CLEC Aggregate ¹³ CLEC Specific 	Geography: <ul style="list-style-type: none"> Pennsylvania

¹³ Excludes Verizon Advanced Data Incorporated

Sub-Metrics Timeliness of Completion Notification		
OR-4-01	Completion Notice – Average Response Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of the notification date and time minus the CRIS bill completion date and time for specified product. (NOTFCTN-RESPONSE-TIME of ORDERING-MASTER-REC for specified product.)	Total number of completion notices for specified product.
OR-4-02	Completion Notice – % On Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of completion notices where the notice occurs at or before noon the day after bill completion [records for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y'].	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-03	Metric not in use in Pennsylvania.	
OR-4-04	Work Completion Notice – Average Response Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of notification date and time less SOP completion date and time for specified product.	Total number of SOP completion notices for specified product.
OR-4-05	Work Completion Notice – % On Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of SOP completion notices where notice occurs on or before noon the day after SOP completion for specified product.	Number of PONs for specified product with ON-TIME-NOTFCTN of ORDERING-MASTER-RECORD = 'Y' or 'N'.
OR-4-06	Average Duration – Work Completion (SOP) to Bill Completion	
Products	Retail	Resale
		UNE
Calculation	Numerator	Denominator
	Sum of date and time for Bill completion less date and time for SOP completion.	Number of orders with SOP and Bill completions.
OR-4-07	% SOP to Bill Completion >= five (5) Business Days	
Products	Retail	Resale
		UNE
Calculation	Numerator	Denominator
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than or equal to five (5) business days.	Number of orders with SOP and Bill completions.

Sub-Metrics Timeliness of Completion Notification, continued			
OR-4-08	% SOP to Bill Completion > one (1) Business Day		
Products	Retail	Resale	UNE
Calculation	Numerator	Denominator	
	Number of orders where date and time for Bill completion minus date and time for SOP completion is greater than one (1) business day.	Number of orders with SOP and Bill completions.	
OR-4-11 through OR—4-15 Products	Resale	UNE	
OR-4-09	Not included in PA C2C guidelines		
OR-4-10	Metric not in use in PA		
OR-4-11	% Completed orders without either a PCN or BCN		
Calculation	Numerator	Denominator	
	Total number of orders in the denominator for which neither a PCN nor a BCN exists with a time-stamp in DCAS within three (3) business days of SOP completion.	Number of SOP completed orders during the report period.	
OR-4-12	% Due Date to PCN within two (2) Business Days		
Calculation	Numerator	Denominator	
	Number of PCNs sent within two (2) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-13	% Due Date to PCN within five (5) Business Days		
Calculation	Numerator	Denominator	
	Number of PCNs sent within five (5) business days of due date.	Number of orders with due dates in the calendar month.	
OR-4-14	% Due Date to BCN within four (4) Business Days		
Calculation	Numerator	Denominator	
	Number of BCN sent within four (4) business days of due date.	Number of orders with due dates in calendar month.	
OR-4-15	% Due Date to BCN within seven (7) Business Days		
Calculation	Numerator	Denominator	
	Number of BCNs sent within seven (7) business days of due date.	Number of orders with due dates in calendar month.	

Function:		
OR-5 Percent Flow-Through		
Definition:		
This metric measures the percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that processed directly to the legacy Service Order Processor system (SOP) without manual intervention. These Service Orders require no action by a VZ service representative to input an order into SOP. This is also known as Ordering flow-through.		
Simple Flow-through: Percent of Basic POTS Services (<i>excluding Centrex</i>) that actually flow-through from DCAS to SOP.		
% Flow-through Achieved: Percent of valid orders received through the electronic ordering interface (DCAS or Request Manager) that are designed to flow-through and actually flow-through, but excluding those orders that do not flow-through due to CLEC errors or a pending order status.		
Appendix H contains a summary of order types that flow-through for VZ and CLECs. Orders designed to flow-through may also fall-out for both VZ and CLECs. Non-flow-throughs include orders where there are other pending orders on the same line and those that require manual intervention to ensure that the correct action is taken.		
Note: Rejected Orders (orders failing basic front-end edits) are not placed in the PON Master File.		
Exclusions:		
<ul style="list-style-type: none"> • VZ Test Orders • Verizon Advanced Data Incorporated (VADI) 		
From Achieved Flow-through:		
<ul style="list-style-type: none"> • Orders not eligible to flow-through <ul style="list-style-type: none"> Note: Order types that are designed to flow-through are specified in the scenarios documented in Appendix H. • Orders with CLEC input errors in violation of published business rules 		
Performance Standard:		
No standard developed for total flow-through or simple flow-through. 95% for % flow-through achieved		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> • CLEC Aggregate 		<ul style="list-style-type: none"> • Pennsylvania
Sub-Metrics		
OR-5-01	% Flow-through – Total	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow-through (FLWTHRU-CAND-IND = '1') for specified product.	Total number of LSR/ASR records (orders) for specified product.

Sub-Metrics – OR-5 % Flow-through (continued)		
OR-5-02	% Flow-through – Simple	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Sum of all orders that flow-through for specified product minus CENTREX and Specials.	Total number of LSR/ASR records (orders) for specified product minus CENTREX and Specials.
OR-5-03	% Flow-through Achieved	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of orders that flow-through for specified product.	Number of flow-through eligible orders.

Function:		
OR-6 Order Accuracy		
Definition:		
This metric measures the percent of orders completed as ordered by the CLEC. Two (2) dimensions are measured. The first is a measure of orders with error. The second measure is focused on the percent of fields populated correctly.		
Methodology:		
VZ uses a manual audit process of sampled orders. A statistically valid random sample of approximately 400 orders for Resale and 400 orders for UNE each month, (20 orders randomly sampled each business day for Resale and UNE respectively) are pulled from DCAS/Request Manager (for Order Accuracy). VZ compares required fields on the latest version of the LSR to the completed Verizon Service Order(s).		
Exclusions:		
<ul style="list-style-type: none"> Orders entered by the CLEC that flow-through. Verizon Advanced Data Incorporated (VADI) Orders. 		
Performance Standard:		
95% orders without errors.		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate 		<ul style="list-style-type: none"> Pennsylvania
Sub-Metrics		
Products	Resale	UNE: <ul style="list-style-type: none"> Loop/Complex/LNP Platform
OR-6-01	% Accuracy - Orders	
Calculation	Numerator	Denominator
	Number of orders sampled minus orders with errors for specified product.	Number of orders sampled for specified product.
OR-6-02	% Accuracy – Opportunities	
Calculation	Numerator	Denominator
	Number of fields sampled minus fields with errors for specified product.	Number of fields sampled for specified product.
OR-6-03	% Accuracy – LSRC (Interim Measure)	
Calculation	Numerator	Denominator
	Number of LSRCs sampled minus LSRCs with errors for specified product.	Number of LSRCs sampled.
OR-6-03	% Accuracy – LSRC (Long Term Measure)	
Calculation	Numerator	Denominator
	Number of LSRCs resent due to error.	Number of LSRCs.

Function:		
OR-7 % Order Confirmation/Rejects Sent Within Three (3) Business Days		
Definition:		
The percent of Resale and UNE Platform LSRs confirmed or rejected by VZ within three (3) business days of receipt as a percent of total LSRs received.		
Note: This is a measure of completeness not timeliness.		
Source: Master PON File.		
Exclusions:		
<ul style="list-style-type: none"> Cancelled orders. LSRs that were supplemented prior to confirmation or rejection. Edit Rejects (negative 99s) that are not eligible for confirmation or rejection. 		
Report Dimensions		
Company:		Geography:
<ul style="list-style-type: none"> CLEC Aggregate ¹⁴ CLEC Specific 		<ul style="list-style-type: none"> Pennsylvania
Performance Standard		
Metric OR-7-01: 95%.		
Sub-Metrics		
OR-7-01		
Products	Resale	UNE Platform UNE Loop
Calculation	Numerator	Denominator
	Total LSR confirmations plus rejections sent within three (3) business days of LSR submission.	Total LSRs received during the reporting period.

¹⁴ Excludes Verizon Advanced Data Incorporated

Function:		
OR-8 Acknowledgement Timeliness		
Definition		
Percent of LSRs Acknowledged On Time: The percentage of LSR acknowledgements within the timeframe specified in the Performance Standard. Time starts with receipt of LSR and ends when an acknowledgement is sent. An electronic acknowledgement indicates that the file met basic edits with valid and complete data and will be processed by VZ. Applies to orders submitted via EDI.		
Exclusions		
<ul style="list-style-type: none">• Orders submitted by Web GUI Interface.• Orders not submitted electronically.		
Report Dimensions		
Company: <ul style="list-style-type: none">• CLEC Aggregate ¹⁵• CLEC Specific		Geography: <ul style="list-style-type: none">• Pennsylvania
Performance Standard		
Metric OR-8-01: 95% within two (2) hours.		
Sub-Metrics		
OR-8-01	% Acknowledgements on Time	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of LSR acknowledgements sent within two (2) hours of LSR receipt.	Total number of LSR acknowledgements.

¹⁵ Excludes Verizon Advanced Data Incorporated

Function:		
OR-9 Order Acknowledgement Completeness		
Definition:		
<p>This metric measures order acknowledgement completeness. The number of LSR acknowledgments sent the same day the LSR is received as a percent of total LSRs received. Orders with invalid or incomplete data are not acknowledged. Orders failing basic front-end edits are included in the denominator.</p> <p>This metric applies to orders submitted via EDI. LSRs received after 10:00PM Eastern Time are considered received the next day.</p>		
Exclusions:		
<ul style="list-style-type: none"> • Orders submitted by Web GUI Interface. • Orders not submitted electronically. • Orders in unreadable files. 		
Report Dimensions		
Company: <ul style="list-style-type: none"> • CLEC Aggregate ¹⁶ • CLEC Specific 		Geography: <ul style="list-style-type: none"> • Pennsylvania
Performance Standard		
Metric OR-9-01: 99%.		
Sub-Metrics		
OR-9-01	% Acknowledgement Completeness	
Products	Resale	UNE
Calculation	Numerator	Denominator
	Number of acknowledgements sent the same day the LSR was received.	Total number of LSRs received.

¹⁶ Excludes Verizon Advanced Data Incorporated